

ELECTRIC SURVEY RESULTS 2002

Under the guidelines of Illinois Administrative Code 411, the ICC adopted a yearly customer survey requirement for electric utilities. The initial survey results serve as a benchmark. Utilities provide the results in their annual reports to the Commission. To review the entire survey or to see more information from the electric reliability report submitted by utilities, refer to the electricity link on the ICC home page.

Shown below are customer responses to some key questions from the survey conducted during the fall of 2002.

Rating Questions (1-10 scale 10 being the highest) Results expressed as the mean

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Providing reliable electric service

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	8.56	8.56	8.82	8.82
Ameren CIPS	8.77	8.77	8.80	8.96
Ameren UE	8.46	8.54	8.82	8.55
CILCO	8.43	8.45	8.69	8.70
ComEd	8.22	7.65	8.14	7.76
Illinois Power	8.72	8.57	8.73	8.80
MidAmerican	8.44	8.38	8.60	8.57
Mt. Carmel	8.54	8.54	8.64	8.64

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Providing electric service overall

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	8.48	8.48	8.80	8.80
Ameren CIPS	8.62	8.67	8.76	8.89
Ameren UE	8.35	8.50	8.79	8.35
CILCO	8.42	8.40	8.59	8.70
ComEd	8.19	7.63	8.10	7.67
Illinois Power	8.55	8.49	8.65	8.84
MidAmerican	8.39	8.36	8.52	8.62
Mt. Carmel	8.53	8.53	8.66	8.66

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Keeping electric system in good working order

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	8.64	8.64	8.85	8.85

Ameren CIPS	8.64	8.74	8.76	8.87
Ameren UE	8.40	8.39	8.74	8.34
CILCO	8.37	8.22	8.47	8.47
ComEd	8.02	7.21	7.94	7.46
Illinois Power	8.60	8.40	8.64	8.70
MidAmerican	8.32	8.23	8.46	8.36
Mt. Carmel	8.46	8.46	8.66	8.66

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Restoring electric service at your location when outage occurs

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	8.51	8.51	8.55	8.55
Ameren CIPS	8.36	8.40	8.53	8.60
Ameren UE	8.04	8.04	8.20	7.95
CILCO	7.78	7.85	8.13	8.14
ComEd	7.70	6.92	7.67	7.02
Illinois Power	8.24	8.09	8.48	8.39
MidAmerican	7.88	7.86	8.15	8.04
Mt. Carmel	8.15	8.15	8.47	8.47

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Being accessible during an outage

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	8.20	8.20	8.32	8.32
Ameren CIPS	7.95	7.90	8.02	8.33
Ameren UE	7.45	7.31	7.76	7.32
CILCO	7.38	7.17	7.40	7.50
ComEd	6.92	5.86	7.12	6.01
Illinois Power	7.83	7.51	7.78	7.95
MidAmerican	7.60	7.44	7.94	7.59
Mt. Carmel	7.95	7.95	8.36	8.36

Rating Question (1-10 scale 10 being the highest) results expressed as the mean

Providing information about extended outages

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	7.49	7.49	7.86	7.86
Ameren CIPS	7.24	7.47	7.62	7.71
Ameren UE	7.04	7.02	7.24	7.00
CILCO	7.00	6.77	7.29	7.33
ComEd	6.81	5.46	6.65	5.71
Illinois Power	7.12	6.90	7.38	7.39
MidAmerican	6.95	6.88	7.35	6.89
Mt. Carmel	7.11	7.11	7.66	7.66

Yes and No Questions
Results expressed as percentage of respondents answering Yes

Yes and No Questions -results expressed as percentage of respondents answering Yes
Tried to reach utility in the past 12 months

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	44.5	44.5	47.7	47.7
Ameren CIPS	39.8	46.4	54.0	52.6
Ameren UE	52.8	49.3	57.8	56.0
CILCO	51.7	53.5	59.4	53.6
ComEd	42.8	48.5	54.1	60.8
Illinois Power	48.5	48.7	58.4	55.1
MidAmerican	53.0	49.8	54.2	55.4
Mt. Carmel	52.4	52.4	57.7	57.7

Yes and No Questions -results expressed as percentage of respondents answering Yes
Experienced loss or damage due to electric outage or other problem

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	5.2	5.2	7.1	7.1
Ameren CIPS	4.7	5.2	9.2	8.6
Ameren UE	7.5	8.2	12.0	19.9
CILCO	7.7	8.5	8.6	15.9
ComEd	4.3	11.6	13.1	22.7
Illinois Power	6.2	5.9	10.6	13.5
MidAmerican	5.6	6.0	11.4	17.6
Mt. Carmel	5.2	5.2	8.6	8.6

Categorical Questions
Results expressed as percentage of respondents Very Familiar With Service

Categorical Questions-results expressed as percentage of respondents Very Familiar With Service

Being available 24 hours a day

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	66.5	66.5	73.6	73.6
Ameren CIPS	61.2	61.1	75.6	77.3
Ameren UE	66.3	63.3	72.9	73.7
CILCO	68.6	65.8	76.6	76.9
ComEd	62.3	57.9	70.3	72.9
Illinois Power	71.6	61.9	77.6	77.6
MidAmerican	77.5	70.0	78.8	77.9
Mt. Carmel	64.8	64.8	74.8	74.8

Categorical Questions-results expressed as percentage of respondents Very Familiar With Service

Trimming trees to reduce the occurrence of power outages

<i>Company</i>	<i>Residential</i>		<i>Commercial</i>	
	<i>2002</i>	<i>Benchmark</i>	<i>2002</i>	<i>Benchmark</i>
Alliant	49.2	49.2	50.0	50.0
Ameren CIPS	49.9	52.2	58.5	62.7
Ameren UE	47.6	43.7	42.8	53.7
CILCO	56.4	54.6	61.9	67.2
ComEd	45.8	44.4	49.1	54.4
Illinois Power	61.8	54.6	62.3	68.5
MidAmerican	55.4	53.8	58.0	65.0
Mt. Carmel	58.3	58.3	70.7	70.7